

STATE OF MARYLAND  
DEPARTMENT OF HEALTH & MENTAL HYGIENE  
OFFICE OF SYSTEMS, OPERATIONS & PHARMACY  
MEDICAL CARE PROGRAMS  
PRE-PROPOSAL CONFERENCE  
for the  
"MEDICAID ENTERPRISE RESTRUCTURING PROJECT (MERP)"

OPASS Number: 11-10366

Department of Health & Mental Hygiene  
Auditorium  
300 West Preston Street  
Baltimore, Maryland 21201

Wednesday, June 9, 2010

ATTENDANCE:

DEPARTMENT:

JOHN BOHNS -- MERP Contract Manager, Office of  
Systems, Operations & Pharmacy, Department of  
Health & Mental Hygiene

ZENA MORRIS -- MERP Procurement Officer, Office  
of Procurement & Support Services, Department of  
Health & Mental Hygiene

CHARLES LEHMAN -- MERP Project Sponsor, Executive  
Director, Office of Procurement & Support  
Services, Department of Health & Mental Hygiene

JANE RUTKOWSKI -- MERP Issuing Office Point of  
Contact, Office of Procurement & Support Services,  
Department of Health & Mental

BEVERLY SPENCE -- Director/MBE Liaison, Department  
of Health & Mental Hygiene

PAT O'BRIAN -- Department of Health & Mental  
Hygiene

CHARLOTTE KRUEGER -- Department of Health & Mental  
Hygiene

PATRICIA NOWCHOWSKI -- Department of Health &  
Mental Hygiene

BETTY MORGAN -- Department of Health & Mental  
Hygiene

MAH ASPLEN -- Department of Health & Mental  
Hygiene

PATRICIA FREY -- Department of Health & Mental  
Hygiene

D. ENGRELL -- Department of Health & Mental  
Hygiene

AUDREY P. STEWART -- Department of Health & Mental  
Hygiene

BRENDA ROSE -- Department of Health & Mental  
Hygiene

RUSSELL JENKINS -- Department of Health & Mental  
Hygiene

RICK WHEELER -- Department of Health & Mental  
Hygiene

STACY ORTEL -- Department of Health & Mental  
Hygiene

PUBLIC ATTENDEES:

L. CHARLES LIGHTENING -- Vice President, R/O  
Resource Solutions, LLC

ANOH BROU -- Ascellon Corporation

PATRICK SIMON -- Chief Executive Scout, Blue  
Collar Objects

JOHN LALLY -- Symantec

RAM IYER -- ProData Team, LLC

JOSEPH DAVIS -- Director, Solutions & Service  
Manager, Molina Healthcare

CHRISTOPHER T. DEELSNYDER -- Executive Director,  
Health and Public Services, Accenture

JONATHAN P. ANDREWS -- Accenture

PATRICK M. RORK -- Accenture

CARRIE MCCONNELL -- Plexis

GERALD MASSEY -- S2Tech

GARY STEGMAN -- PSI

SAGRAN MOODLEY -- Molina Healthcare

BENNETT MCEWAN -- Molina Healthcare

BOBBY TOE -- Senior Business Development Manager,  
Supremesoft

CHARLES K. SUTTON -- Accenture

TERRY WESTROPP -- Accenture

STEVEN C. DORIS -- Senior Project Manager, Ingenix

WORTH GREEN -- S2Tech

MARET FREEMAN -- Manager, New Business  
Development, BDMP

RANDY HOFFMASTER, Quotient

TODD FIDLER -- Senior Account Executive, Genesys

KEITH REINOLD -- Regional Vice President, HMS  
Government Services

DENISE DESIEN -- President, BDTI

SHARON DOWNEY -- Director, Government Solutions,  
Maricom Systems

THOMAS HARDNETT -- Little Dimples II Corporation

SANDRA SMITH, PMP -- President, Project and  
Contract Manager, Vital Management Connections,  
Inc.

MARY JO MAFALE -- IBM

TOM STOCKDALE -- infocrossing Healthcare Services,  
Inc.

MILTON N. WEATHERHEAD, III -- NetApp

NEILL HOLLENSHEAD -- Director, Government, Thomson  
Reuters

GERRY K. ANDERSON -- Technology Sales Manager,  
Oracle

ROBERT DALLAS -- Alcatel-Lucent

GAURAV (SUNNY) NANDA -- Principal Solutions  
Engineer, Genesys/Alcatel-Lucent

WILLIAM BOWSER -- Procurement, SVC Consulting

RICHARD WALEGA -- Director of Consulting Services,  
Baltimore, Navigator Management Partners, LLC

BORIS HUGHES -- Principal, Xerox Global Services

CHRISTIE HARRIS -- CSC

ANNE WOLFE -- Accenture

NORA PRESH -- Group Z, Inc.

KAREN TREMBLAY -- Account Executive, Hewlett-  
Packard Company

CHRISTOPHER BRANDT -- Managing Partner, Audacious  
Inquiry

DAVID FINNEY -- Principal, Audacious Inquiry  
DAVID GRISBURG -- Dynamel Solutions  
BILL WILSON -- reThink Business  
R.S. VENKATACHALAM -- CEO, Mansai Corporation  
TONY CEGELSKI -- TC Enterprises  
VINCE MASHER - CSC  
CHARLES R. CEPHAS, II -- Business Development  
Manager, Symantec Corporation  
AHAM MADUCHUKWU -- Project Manager, Ascellon  
LISA WINCHESTER, PMP -- Business Development,  
Program Manager, SNAP, Inc.  
ANTHIE ZAIRIS -- President, Group Z, Inc.  
DWAYNE TOLIVER -- Business Promotion Consultants  
BILL BYRD -- President, Business Promotion  
Consultants  
MIKE VEGA -- FEI.com, Inc.  
LEO HUSSEY -- Business Development Manager,  
Computer Aid, Inc.  
APARNA IYER -- President, Mansai Corporation  
MIKE EISMEIER -- DoIT  
JESSIE REED -- Reed Consulting  
HARRY HANS -- President, SONA Networks, LLC  
INDER SINGH -- SNAP, Inc.  
REBECCA BIANCO -- CNSI  
KEVIN WALSH -- Vice President, Northeast Region  
Sales, ACS

MICHELE LIGHTENING -- President, R/O Resource Solutions, LLC

ANTOINETTE PEELE -- in 4 Structures

DAVID BLEVINS -- New Technologies

ADRIAN PRINGLE -- Pringle Consulting Services

MARIE DAUGHERTY -- Maryland Regional Manager, L-3 Communications

DAVID BEACH -- CSC

JERRY SHERMAN -- Program Manager, Elixir Technologies Corporation

VAMSI KETHINENI -- Program Manager, Supremesoft

SHAILES PATEL -- Self

PAUL DOMMEL -- Regional Executive, IBM

KRIS GOPAL -- Director, Angarai, International, Inc.

CHRISONNA PALMER -- Business Operations Administrator, Ascillon

TOM FUSTING -- Vice President, Strategic Initiatives, GANTECH, Inc.

SEAN WILLIAMS -- President, CEO, Now Technologies, Inc.

ARVENDE SINGH -- CNSI

ROBERT BOWMAN -- Premier Account Manager, Cisco

MARION BISHOFF -- Operations Manager, Magothy Technology, LLC

CRAIG S. HARRISON -- Vice President, Softek International

MARIA PANOS -- Business Development Manager, Maricom Systems, Inc.

WAYNE P. MARR -- Capture Director, CSC

BARBARA A. HOFFMAN -- The Artemis Group

STEVE OLSON -- CSC

CHRISTOPHER SULLIVAN -- Account Manager, Teradata

NANCIE TASSARA -- GANTECH

MICHEAL HUGHES -- GANTECH

MARTY NELSON -- Vice President, Business  
Development, Maricom Systems

NIRAJ SINHA -- Softek International

TERRY MILLER -- CSC

MICHELLE T. FALETTI -- CNSI

DIP CHANDRA -- Senior Alliance Director, SAP  
Public Services, Inc.

JOHN MCCANDISH -- CSC

NANCY BORAH -- Vice President, Business  
Development, Optimetra

JEFF GOLDBERG -- Molina Healthcare

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Recorded and transcribed by Sharon Woodward  
in association with  
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P R O C E E D I N G S

(Whereupon, the Pre-Proposal Conference  
for the Medicaid Enterprise Restructuring Project  
(MERP) RFP was commenced at 9:02 a.m.)

MR. BOHNS: Good morning. Can everybody hear  
me okay?

My name is John Bohns. I'm the Contract  
Manager for this RFP. And hopefully, everybody's here  
for the same thing we are. This is the Medicaid  
Enterprise Restructuring Project, otherwise known as  
the MERP RFP Pre-Proposal Conference.

I'm going to go through some opening remarks  
and then I'll turn things over to the Office of  
Procurement and Support Services. I'm going to do  
another overview -- a little bit of an overview and  
some important issues within the RFP that we can  
concentrate on. And then I'm going to Chuck Lehman --  
Charles Lehman from Office of Systems and Operations.  
And then we'll go to vendors' questions at the end.

All right. Again, welcome. And, again, this  
is the Maryland Enterprise Restructuring Project, MERP,

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1 RFP Pre-Proposal Conference. There is a sign-in sheet  
2 in the back outside the doors. If you haven't signed  
3 in now, you can sign in again -- and it will still be  
4 there at the end. But please include your name, the  
5 company name, telephone number, email address, and  
6 check that if you are small-business reserve or a  
7 Minority Business Enterprise, please.

8 Those lists of -- sign-in sheets will be  
9 posted on the website for procurement and also -- if  
10 you left your business card, there's a envelope back  
11 there for the business cards.

12 One other thing, the bathrooms are outside  
13 the door to the right -- I mean, to your left and  
14 around the corner.

15 I'd like to introduce the panel. Again, my  
16 name is John Bohns. I'm the Contract Manager for the  
17 RFP.

18 Charles Lehman is the MERP Project sponsor,  
19 and he is Executive Director of Office of Systems,  
20 Operations & Pharmacy under DHMH.

21 We also have Zena Morris. Zena is the -- is

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1 representing the Procurement office -- the Office of  
2 Procurement and Support Services.

3 And if you look in the RFP, the issuing  
4 contact point of office is Jane Rutkowski. She is here  
5 somewhere. I think she was -- actually she was outside  
6 of the meeting. And then we have Sharon Gambrill.  
7 Those are your two contacts. Sharon is the contact for  
8 the Procurement Office. She is the Procurement Officer  
9 as far as contact for the RFP.

10 All right. So now I'd like to turn things  
11 over to Zena. Zena will go over some items from -- for  
12 the OPASS -- for Procurement -- from a procurement  
13 standpoint and also for the MBE points, which are very  
14 important for submitting your proposals.

15 MS. MORRIS: Good morning. I am the Contract  
16 Officer for the Maryland Enterprise Restructuring  
17 Project (MERP). And what I'd like to start off with is  
18 to ask the MBE's to please stand and identify  
19 yourselves. We'll start for the first MBE and your  
20 company. Thank you.

21 ATTENDEE: Bill Byrd, Business Promotion

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1 Consultants.

2 MS. MORRIS: Please speak loudly. Thank you.

3 ATTENDEE: Dwayne Toliver, Business Promotion  
4 Consultants.

5 ATTENDEE: Christopher Brandt, Audacious  
6 Inquiry.

7 ATTENDEE: Chrisonna Palmer, Ascellon  
8 Corporation.

9 ATTENDEE: Michael Hughes, Gantech.

10 ATTENDEE: Anthie Zairis, Group Z.

11 ATTENDEE: Nora Presti, Group Z.

12 ATTENDEE: Bobby Toe, Supremesoft.

13 ATTENDEE: Aparna Iyer, Mansai Corporation.

14 ATTENDEE: (Unintelligible)

15 ATTENDEE: Ram Ayer from ProData Team.

16 ATTENDEE: Michele Lightening, R/O Resources.

17 ATTENDEE: Gerald Massey with S2 Tech.

18 ATTENDEE: Harry Hans. I'm with SONA

19 Networks.

20 ATTENDEE: Gary Stegman, Prime Systems

21 International.

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1 ATTENDEE: Sharon Downey, Maricom Systems.

2 ATTENDEE: Greg Harrison, Softek

3 International.

4 ATTENDEE: Thomas Hardnett, Little Dimples  
5 Technology.

6 ATTENDEE: Inder Singh from Snap, Inc.

7 ATTENDEE: Mike Vega, Fei.com.

8 MS. MORRIS: Thank you.

9 I want to emphasize the following points.

10 The solicitation will be for 11 years beginning on or  
11 about February the 1<sup>st</sup>, 2011, to January the 31<sup>st</sup>, 2022.

12 The transition of the system shall occur no later than  
13 September the 1<sup>st</sup>, 2013. The MMIS contract shall  
14 consist of a five-year base contract consisting of a  
15 30-month design, development, and implementation (DDI)  
16 phase followed by 30 months of operations. The  
17 contract shall allow for three two-year option periods  
18 at the State's sole discretion. The contractor shall  
19 not take over Fiscal Agent duties until the new system  
20 is implemented.

21 The Procurement Method used in this

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1 solicitation is Competitive Sealed Proposal. Although  
2 this is a relatively uncomplicated process, I cannot  
3 stress too much the importance of following some new  
4 additional steps and requirements.

5 Be sure that you have completed and signed  
6 the Bid/Proposal Affidavit. If there is a question of  
7 who your Resident Agent is, please call the State's  
8 Corporate Charter Division at 410-767-1330. This  
9 information is contained within the solicitation. The  
10 office is located at 301 W. Preston Street.

11 Within 10 days of being notified of its  
12 recommendation for award, the bidder must complete and  
13 submit the Contract Affidavit set forth in Appendix G.  
14 Please note that the contract shall not become  
15 effective until the Contract Affidavit is signed and  
16 returned.

17 Please include your -- in your transmittal  
18 letter a letter regarding the appropriate Tier  
19 designation for the Living Wage Requirement Law. This  
20 is found in Appendix F.

21 Please correctly complete the Financial Page.

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1 Pay special attention to the required items listed  
2 under 2.3 Volume II, Financial Proposal, on Page 246.

3 You must be registered with eMaryland  
4 Marketplace in order to receive this award. Also,  
5 electronic funds transfers are available through the  
6 Comptroller's Office.

7 The most important matter is to get your  
8 proposals to us the date, time, and location as listed.  
9 Your proposals are due no later than August 23<sup>rd</sup>, 2010,  
10 at 2:00 p.m., local time. No proposals will be  
11 accepted after this time.

12 Please address your proposal packets to Ms.  
13 Sharon Gambrill, Procurement Officer, Department of  
14 Health and Mental Hygiene, 201 West Preston Street,  
15 Room 416B, Baltimore, Maryland 21201.

16 The three acceptable means of delivering your  
17 proposals are the U.S. Postal Service, hand delivery by  
18 Offeror -- please ask for a receipt, hand delivery by  
19 Commercial Carrier -- also ask for a receipt.

20 Don't forget to properly complete the MBE  
21 forms. MBE forms must be completed correctly. One

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1 cannot cure the MBE documents if they are not properly  
2 completed. There is a 25 percent MBE goal on this  
3 solicitation. Form D-1 must be submitted in a  
4 separately sealed and labeled envelope at the time of  
5 submission. Instructions are found in Section 2.1.1.  
6 This is a three-part submission: Technical proposals,  
7 labeled; financial proposals, also labeled; and your  
8 MBE submission. This is a new solicitation with no  
9 incumbent.

10 MBE subcontracting participation instructions  
11 for the Request for Proposals, MBE Forms D-1 through D-  
12 6. Please pay attention, because these are relatively  
13 new forms. This procurement contains a 25 percent MBE  
14 participation goal. Offerors, including those Offerors  
15 that are certified MBE's shall: Identify specific work  
16 categories within the scope of the procurement  
17 appropriate for subcontracting; solicit certified MBE's  
18 in writing at least 10 days before proposals are due  
19 describing an identified work categories and providing  
20 instructions on how to bid on the subcontracts; attempt  
21 to make personal contact with certified MBE's solicited

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1 and to document these attempts; assist certified MBE's  
2 to fulfill or seek waiver of bonding requirements; and  
3 attend pre-proposal or other meetings and the  
4 procurement agent schedules to publicize contracting  
5 opportunities to certified MBE's.

6 MBE documents which must be submitted are:

7 The Offeror shall submit one original and two copies of  
8 a completed Certified MBE Utilization and Fair  
9 Solicitation Affidavit -- this is Attachment D-1. It  
10 must be signed by the Offeror which shall become a part  
11 of the official contract. Offerors shall select one of  
12 the two boxes in the first question. This indication  
13 reflects anticipated compliance with the 25 percent  
14 goal or the inability to comply with the established  
15 goal. That is either a partial waiver or a full  
16 waiver. The Code of Maryland Regulation -- COMAR  
17 21.11.03.11, governing the MBE waiver, is included on  
18 the MBE Attachment D-1 Form. In the first question,  
19 the second box is used for a request of a full or  
20 partial waiver.

21 Attachment D-1 shall include the following

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1 additional information if the first box is checked:

2 The name of each person proposed MBE who will  
3 participate in the project, the specific percentage of  
4 the total contract price represented by each  
5 subcontract, and a description of the services to be  
6 performed or items to be furnished by the MBE. Use of  
7 "TBD" or "to be determined" for any of these required  
8 items is unacceptable.

9 Note: The percentage of the total contract  
10 price to be performed by each MBE must, when added  
11 together, at least equal to the percentage of the MBE  
12 participation indicated on D-1.

13 Any other documentation considered  
14 appropriate by the Department of Health and Mental  
15 Hygiene to ascertain compliance with the contract's MBE  
16 participation goal.

17 Failure to include either MBE Attachment D-1  
18 will render the entire proposal not reasonably  
19 susceptible of being selected for award and cause the  
20 Department to return the RFP without further  
21 consideration.

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1           Within 10 days of being notified that it has  
2       been recommended for award of the contract, the Offeror  
3       shall submit one original and two copies of a completed  
4       Outreach Efforts Compliance Statement (MBE Attachment  
5       D-2), which should be signed by the Offeror and shall  
6       become part of the contract which shall include a  
7       listing of specific work categories identified by the  
8       Offeror in which there are subcontracting  
9       opportunities, copies of written solicitations used to  
10      solicit certified MBE for these subcontracting  
11      opportunities, a description of the Offeror's attempts  
12      to personally contact the solicited MBE's, a  
13      description of the Offeror's efforts to fulfill or seek  
14      waiver of bonding requirements if bonding is required.

15           Within 10 days of being notified that it has  
16      been recommended for award of a contract, the Offeror  
17      shall submit one original and two copies of a completed  
18      MBE Subcontractor Project Participation Statement (MBE  
19      Attachment D-3) for each MBE subcontractor identified  
20      in the MBE Attachment D-1. The identity of each MBE  
21      subcontractor for whom an Attachment D-1 is submitted

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1 must be the same as those included on the MBE  
2 Participate Schedule (MBE Attachment D-3) unless any  
3 changes in the MBE subcontractors have been submitted  
4 to and approved by the Department. Each Attachment D-3  
5 shall be signed by both the Offeror and the MBE listed,  
6 to include a statement of the intent to enter into a  
7 contract between the prime contractor and the  
8 subcontractor if a contract is executed between the  
9 Department of Health & Mental Hygiene and the prime  
10 contractor, the amount and type of bonds required of  
11 that MBE contractor, if any.

12 Whenever a modification is entered into or an  
13 option is executed in regard to this contract, the  
14 contractor will be required to provide a new MBE  
15 Participation Schedule (MBE Attachment D-3) for each  
16 MBE subcontractor affected, which shall be submitted to  
17 the Office of Procurement and Support Services with the  
18 modification or option submission package.

19 Any changes to the MBE participation schedule  
20 must be approved by the MBE liaison. No MBE  
21 subcontractor may be replaced, removed, or added

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1 without prior approval by the MBE liaison. MBE  
2 Attachment D-3 must be submitted for that MBE  
3 subcontractor with the request for a modification.

4 MBE Participation Compliance, Attachment D-4.  
5 To assure compliance with certified MBE subcontract  
6 requirements, the Department shall conduct periodic  
7 reviews and require periodic reports from both the  
8 prime contractor and the certified MBE subcontractors.

9 The reviews and reports shall include a Prime  
10 Contractor Unpaid MBE Invoice Report, MBE Attachment D-  
11 4, listing any unpaid invoices over 30 days old  
12 received from any certified MBE contractor, the amount  
13 of each invoice, and the reason payment has not been  
14 made; a Subcontractor Payment Report, MBE Attachment D-  
15 5, that identifies the prime contract and lists all  
16 payments received from the contractor in the preceding  
17 30 days, as well as any outstanding invoices, and the  
18 amount of those invoices. A requirement that the MBE  
19 provide this report to the prime contractor monthly  
20 shall be included in the subcontract between the prime  
21 contractor and the subcontractor.

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1           One copy of each report noted above is to be  
2 submitted monthly to the Department Contract Manager,  
3 as listed on Page iv of this solicitation, and the  
4 Office of Diversity and Inclusion, 5<sup>th</sup> Floor, 201 West  
5 Preston Street, Baltimore, Maryland 21201. The phone  
6 number is 410-767-6600 if you have any questions.

7           The Prime Contractor shall maintain such  
8 records as are necessary to confirm compliance with its  
9 MBE participation obligations. The records must  
10 indicate the identity of certified minority and non-  
11 minority subcontractors employed on the contract, the  
12 type of work performed by each, and the actual dollar  
13 value of the work performed.

14           The Offeror, by submitting a proposal, in the  
15 event of contract award shall consent as the prime  
16 contractor to provide such documents as it is  
17 reasonably requested and to provide right-of-entry at  
18 reasonable times for purposes of the State's  
19 representatives verifying compliance with the MBE  
20 participation obligations. The contractor must retain  
21 all records concerning MBE participation and make them

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1 available for Department inspection for a period of  
2 three years and final completion of the contract.

3 MBE Participation Waiver. Before submitting  
4 his or her proposal, the Offeror is unable to achieve  
5 the contract goal for certified MBE participation, the  
6 offeror shall submit instead of or in conjunction with  
7 an MBE Subcontractor Project Participation Statement, a  
8 request, in writing, for a waiver with justification,  
9 to include the following: A detailed statement of the  
10 efforts made to select portions of the proposed work to  
11 be performed by the certified MBE's in order to  
12 increase the likelihood of achieving the stated goal; a  
13 detailed statement of the efforts made to contact and  
14 negotiate with certified MBE's, including the names,  
15 addresses, dates, and telephone numbers of the  
16 certified MBE's contacted, and a description of the  
17 information provided to the certified MBE's regarding  
18 plans, specifications, and anticipated time schedules  
19 for the portion of the work to be performed by the  
20 certified MBE's; as to each certified MBE that placed a  
21 subcontract quotation or offer that the apparent

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1 successful Offeror considered not to be acceptable, a  
2 detailed statement of the reasons for this conclusion;  
3 and in the event no certified minority subcontractors  
4 are found to be available, a signed and notarized MBE  
5 Statement of Unavailability, MBE Attachment D-6, must  
6 be prepared by the Offeror, including the names,  
7 addressed, dates, and telephone numbers of the  
8 certified MBE's contacted and the reason each MBE is  
9 unavailable.

10 All questions related to certification as an  
11 MBE must be directed to the Maryland Department of  
12 Transportation, Office of Minority Business  
13 Enterprise/Equal Opportunity, P.O. Box 8755, BWI  
14 Airport, Baltimore, Maryland 21240. The phone number  
15 is 410-865-1269.

16 Please remember after this Pre-Proposal  
17 Conference if vendors have questions and they would  
18 like help with understanding any part or portion of the  
19 RFP, please give me a call. My name is Zena Morris.  
20 And I'm from the Office of Procurement and Support  
21 Services. My direct phone number is 410-767-5794.

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1           Just keep in mind the answers to your  
2 questions, if they are significant in nature, will be  
3 shared with all who receive a copy of the specs;  
4 therefore, please allow sufficient time for this to  
5 occur. Questions and answers, as well as minutes form  
6 the Pre-Proposal will be posted on eMaryland  
7 Marketplace and on the DHMH website. The eMaryland  
8 Marketplace website is <https://ebidmarketplace.com>

9           Please make sure to review Sections 2.2.2,  
10 Summary of Items to be Completed and Submitted with the  
11 Technical Proposal, Section 2.3, Volume 11, Financial  
12 Proposal.

13           I want to reiterate again the importance of  
14 filling out the MBE forms correctly. Please make sure  
15 you do not put any extraneous notes but to have  
16 accurate information.

17           Thank you.

18           MR. BOHNS: Thank you. As Zena mentioned,  
19 it's very important to make sure you fill out the MBE  
20 forms. Those MBE forms can be found in the RFP,  
21 itself, and also there is a separate attachments out on

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1 the website.

2 All right. So I'm going to go through just a  
3 few things about the RFP itself and some key points of  
4 interest on the RFP.

5 The Office of Systems, Operations & Pharmacy,  
6 a unit of the Department of Health & Mental Hygiene,  
7 has issued RFP No. DHMH-OPASS-11-10366, entitled,  
8 "Medicaid Enterprise Restructuring Project". And the  
9 solicitation can be found on the eMaryland Marketplace  
10 website or you can also go out to the OPASS website.  
11 And, as I said, on the website we have -- the key  
12 documents are listed out there is the MERP RFP itself;  
13 we have the Attachments 1 through 6, which are the MBE  
14 forms; we have Appendix A, which is the Financial  
15 Proposal Pricing Schedules in Excel format; we have  
16 Appendix N, which is the MMIS Requirement Response  
17 Template which is in Word format; and then you have the  
18 Addendums that we will be posting for changes to the  
19 RFP. And then we'll also be posting the questions and  
20 answers. And I'll get to that in a minute, too.

21 Just please note that on the OPASS site,

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1 Appendix A and Appendix N documents are in PDF format.  
2 We need to reload those out in the correct format as  
3 Excel and Word. Appendix N is out there, but we will  
4 be putting in a revision to Appendix N with an  
5 addendum. So we will be reloading a new document out  
6 to the website. And we'll let you know when that will  
7 be out there. In fact, it should be out there by next  
8 week.

9 The two major objectives of this solicitation  
10 include: Provide a Fiscal Agent services for the  
11 processing and payment of all valid provider claims in  
12 the Title XIX Medicaid and Title XXI State Children's  
13 Health Insurance Program in Maryland, as well as State-  
14 only funded programs; also to design, develop, test,  
15 and implement a replacement Medicaid Management  
16 Information System with a go-live date of no later than  
17 September 1, 2013.

18 The current MMIS, implemented in 1995 as a  
19 transfer MMIS, is State operated and State maintained.  
20 DHMH intends to select a qualified contractor to  
21 replace its legacy MMIS claims processing system with a

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1 new MMIS system based on MITA 2.0 principles.

2 The transition to a fiscal agent addresses a  
3 need to improve customer service and the need for a  
4 flexible and current technological solution that allows  
5 the Medicaid program to meet the increasing demands  
6 placed on the program by providers, members, and  
7 Federal and State legislation.

8 The new MMIS will modernize existing system  
9 functions and significantly enhance goals of the  
10 Medicaid Program ensuring that eligible individuals  
11 receive the health care benefits to which they are  
12 entitled and that providers are reimbursed promptly and  
13 efficiently.

14 The new MMIS will process all Medicaid claims  
15 and eliminate the duplicative adjudication of Mental  
16 Hygiene (MHA) claims, Developmental Disabilities,  
17 Administration, and Dental claims. In addition, the  
18 new MMIS system will also support coordination of  
19 benefits, surveillance and utilization review, Federal  
20 management reporting, and case management.

21 As Zena mentioned, the MBE goal for this

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1 contract is 25 percent. We encourage all qualified  
2 vendors who will be putting a bid in on this RFP and  
3 that you meet the minimum requirement of the RFP, as  
4 stated, outlined in the Key Information Summary Page,  
5 to reach out and partner with all the MBE's that are in  
6 this audience and that you'll see listed on the website  
7 as we post the sign-in sheets.

8 Some of the key dates. Some of the key dates  
9 can be found on the Key Information Summary Page in the  
10 RFP. And some of these dates are -- the RFP questions  
11 due to the State is July 6<sup>th</sup>, no later than 2:00 p.m.  
12 And I'll give you some more information as far as when  
13 we're going to answer your questions and post  
14 questions. We will issue answers to those questions no  
15 later than July 23<sup>rd</sup>, and we will have all questions  
16 answered by that time.

17 The due date for receipt of the proposal is  
18 Monday, August 23<sup>rd</sup>, no later than 2:00 p.m., as Zena  
19 mentioned. And the address for submission of the  
20 proposed is in the Key Information Summary Page.

21 Site visits and oral presentations, I'll get

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1 to that in a minute.

2 Also the recommendation for award, we have  
3 tentatively set for November of 2010.

4 The questions and answers -- Section 4.1.2,  
5 "Questions and Inquiries" explains the criteria for  
6 submitting questions. Offerors must use email address  
7 MERPMISProcurement@dhmh.state.md.us We will answer  
8 all questions through this email address. So all  
9 questions submitted to there will be handled and then  
10 we'll reissue an answer out through the eMaryland  
11 Marketplace and OPASS as questions and answers posted.

12 Oral questions today will be accepted and  
13 will be answered, if possible, but you also must submit  
14 your oral questions that you ask today through this  
15 email address for our official response.

16 All questions submitted by July 6<sup>th</sup>, as I  
17 said, due date will have the answer posted to the  
18 website no later than -- periodically through July  
19 23<sup>rd</sup>. So as we get questions in, we'll look at the  
20 questions, and we'll try to answer on -- we're going  
21 to, hopefully, weekly, if we can't, bi-weekly -- every

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1 two weeks, but we're hoping to get a weekly posting.  
2 And our next addendum and posting of questions and  
3 answers should be out by early next week.

4 We posted our first response to questions  
5 that we received initially on Monday, June 7<sup>th</sup> -- so  
6 this past Monday, we made a posting, ended in Addendum  
7 One for changes to the RFP.

8 Like, I said, the due date for the RFP -- for  
9 submission is -- proposal submission is August 23<sup>rd</sup>.  
10 That leaves the proposal out on the boards for a  
11 minimum of three months.

12 Site visits and oral presentations and -- the  
13 exact dates that we have are going to be tentative for  
14 right now until we get through the submission of the  
15 RFP. But once we have the RFP's in, then we'll look at  
16 whose of the offerors who are deemed susceptible to  
17 award, and then we'll schedule for those and it's  
18 looking now to be mid-October. So you'll be contacted.

19 The actual vendor site visit to DHMH, there  
20 is a provision that allows vendors to come in and do a  
21 site visit to DHMH. The potential prime contractors

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1 may request a site visit to view our current operations  
2 and activities. Look at Appendix Q in the RFP, the  
3 outline is an outline of what you would be seeing.

4 Section 4.1.2, "Questions and Inquiries" on  
5 Page 254 -- the vendor must send notice to the Issuing  
6 Office by June 16<sup>th</sup>. So if you want to come in and do  
7 a site visit, you must notify us -- the Issuing Office  
8 point of contact, which is Jane Rutkowski, by next  
9 Wednesday, June 16<sup>th</sup>. Site visits will be scheduled  
10 and completed by July 23<sup>rd</sup>, at least one month prior to  
11 cutoff the due date.

12 All right. So some important items in the  
13 RFP, on this very first page we have a document that's  
14 Notice to Vendors and Contractors. The second page, at  
15 the top of the page, we want those to go to the  
16 Procurement Officer. I think the very first page they  
17 say submit to the Issuing Point of Contact, but we want  
18 that to go to the Procurement Officer. Like I said,  
19 the Issuing Office Point of Contact is Jane Rutkowski.  
20 The Procurement Office contact is Sharon Gambrill, as  
21 listed in the Key Information Summary information. And

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1 I am the Contract Manager for the RFP, as listed also.

2 There's a lot of important information in the  
3 Key Information Summary Page, but the most important is  
4 the minimum requirements. The Offeror must satisfy the  
5 minimum requirements to be susceptible for award. Now,  
6 the original requirements were revised per some  
7 questions that came in, and so we put that out in  
8 Addendum One, posted on Monday, June 7<sup>th</sup>. Hopefully,  
9 that addendum will -- should clarify the State's  
10 acceptance of the prime contractor and subcontractor's  
11 experiences to qualify for minimum requirements. Our  
12 intent is to allow a combination of the prime and  
13 subcontractors' experience to use to qualify you. And  
14 in the RFP, the Offeror is considered the prime  
15 contractor.

16 Procurement Library -- we will have an  
17 accessible -- web accessible procurement library  
18 available. We are looking at having it available  
19 tomorrow, but, again, you must submit a request to get  
20 access to that Procurement Library. And the contacting  
21 issue Point of Office -- Jane Rutkowski is your contact

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1 for that. So just send her an email or call her, and  
2 she will get you on the list to get you the web access.

3 We also have an on-site library, as well. So  
4 if you need access to that, then you need to schedule  
5 an appointment to come in and a time-frame to come in.  
6 And that can be done through Jane, also.

7 The web-access procurement library includes  
8 the MMIS contract list; the Appendix M, which is the  
9 retention records; and Maryland MMIS AS-IS Processes;  
10 the MITA Self Assessment; and more.

11 Requirements -- RFP Section 1.4.3, which is  
12 "General Business and Technology Requirements", are  
13 mirrored in Appendix N, the MMIS Requirements Response  
14 Template, that is an attachment to the RFP. Appendix N  
15 instructions are outlined in Sections 2.2.1.3,  
16 "Response to System Requirements", and on the Appendix  
17 N cover page. Appendix N must be completed by the  
18 vendor and submitted on Microsoft Word document as a  
19 separate document with the Technical Proposal. And as  
20 I said, we'll be putting out a revised Appendix N,  
21 hopefully, next week. And we will inform you.

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1           Pricing Schedules -- The Appendix A Excel  
2 document is the same as the Appendix A imbedded in the  
3 RFP. Appendix A Excel document must be completed by  
4 the vendor and submitted with the Financial Proposal.

5           Some additional notes. The ICD-10 -- there have  
6 been some questions as far as, you know, what we mean  
7 by "ICD-10". And our response is the MMIS implemented  
8 as a result of this contract must be a fully functional  
9 ICD-10 solution. The MMIS must be able to process  
10 claims that contain either ICD-9 or ICD-10 codes. ✓

11           The Pharmacy Point of Sale system under this  
12 will be under a separate contract and will not be part  
13 of this contract.

14           As with the Decision Support System  
15 implementation, the DSS is not part of this  
16 solicitation. We expect to release a DSS RFP next year  
17 sometime in 2011.

18           All right. So at this time, I'm going to  
19 turn this over to Chuck Lehman, the project sponsor,  
20 for some additional words.

21           MR. LEHMAN: Thanks, John. My name is Chuck

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1 Lehman. I'm the Executive Director of the Operations  
2 Systems & Pharmacy program here. Just going to be real  
3 brief so we can get to the reason you're here which is  
4 to ask your questions.

5 The couple of goals we have, the first one  
6 was to put together an RFP that would result in a  
7 competitive procurement, and I appreciate the  
8 attendance here today. And I think that's the first  
9 sign that we've met that goal.

10 The second, and really important goal for us,  
11 is to transition the Medicaid operations in the State  
12 of Maryland to make us more consistent with what would  
13 be representative of a health plan. And we're a large  
14 health plan. Right now we have 850,000 clients. With  
15 health care reform, by the time this system is up and  
16 running, we'll likely have well over a million clients  
17 in the State of Maryland. And we need to be able to  
18 operate at the same service level as any other health  
19 plan of that size. And what we're looking for is the  
20 expertise in this room to allow us to operate at those  
21 service levels.

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1           And, really, this contract is a performance-  
2       based contract. So we really want you to look at those  
3       service levels, give us your feedback, and we intend to  
4       be able to operate as any other proficient health plan  
5       in the State of Maryland.

6           And with that, I'll turn it over to your  
7       questions.

8           MR. BOHNS: I just want to say one thing,  
9       with your questions -- whoever has questions, there's  
10      microphones, I believe, on both sides. So if you'd  
11      please step out to the side to ask your questions,  
12      we'll be glad to answer any questions.

13          MS. MORRIS: And please speak slowly so that  
14      we can get the question accurately. Thank you.

15          ATTENDEE: Good morning. My name's Bill  
16      Bowser. I'm with Procurement Services Consulting. I'm  
17      actually going to put two hats on here. One is a  
18      retired State procurement official, and, two, as a  
19      company that helps other companies prepare proposals.

20          You've indicated here this morning that  
21      there's a deadline date for questions of July 6<sup>th</sup>. I

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1 can understand your need for that; however, if you're  
2 not going to answer questions until potentially July  
3 23<sup>rd</sup>, I have historically seen additional questions  
4 come out of the answers to the questions that you  
5 provide.

6 Are you going to amend that requirement so  
7 that there is the possibility that follow-up questions  
8 can be made?

9 MR. BOHNS: Well, we'll respond to all  
10 questions by July 23<sup>rd</sup>, but we will be responding  
11 periodically, which means that -- we have already  
12 responded to one set of questions, which I think was  
13 only six questions. So we wanted to get those out  
14 quickly when the proposal went out. And then we also  
15 have an amendment to go out with that.

16 So we also have been working on the next set  
17 of questions. And we've got a good number of questions  
18 that -- very good questions, and I think it will answer  
19 a lot of questions from a lot of different vendors.  
20 And we want to get those out as quickly as possible.

21 So our goal is to get them out as they come

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1 in. I'm hoping each week we can post to the questions.  
2 I can't promise it will be each week. It depends on  
3 how many are coming in. But I can promise next week --  
4 by next week we will have another set of questions  
5 going out that will be answered.

6 ATTENDEE: Are you going to consider  
7 changing that deadline date for questions of July 23<sup>rd</sup>?

8 MR. BOHNS: Right now we have not taken that  
9 into consideration. We'll see how it comes in as far  
10 as how many questions we get to the very end, but I  
11 hope that, you know, the initial set of questions that  
12 are coming in now, unless we get bombarded with many  
13 questions at the very last date. I'm hoping to get  
14 your questions out, because you're going to need time  
15 to prepare your proposals with those questions and the  
16 answers.

17 ATTENDEE: (Unintelligible). Good morning.  
18 For anyone possible change. I think the question of  
19 response for questions July 23<sup>rd</sup> and actual answering  
20 the questions as and when they come back. Can you  
21 extend the question deadline to maybe two weeks prior

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1 to the response deadline?

2 MR. BOHNS: If I understand you correctly, I  
3 think it's the same question. You're asking about the  
4 same -- right now we haven't considered changing. I  
5 mean, I think it's too early in the process to decide  
6 that right now. But I'm hoping that everyone has  
7 really taken a chance to read the proposal. It's - I  
8 know it's a very long proposal. You know, I've been  
9 reading it for the last six months. But I know you  
10 guys have just gotten it May 20<sup>th</sup>, I would suggest in  
11 getting your questions in as soon as possible, and we  
12 will get them out as soon as possible.

13 MR. LEHMAN: We tried to leave the RFP out on  
14 the street for a pretty long time to give you all time  
15 to get your questions in and to provide a reasonable  
16 cut off point so that if there's an important question  
17 that impacts your final proposal, you have time to put  
18 that in stone and to be able to proceed with your final  
19 offer -- your final response.

20 ATTENDEE: My name is Thomas Hardnett with  
21 Little Dimples Technology. My question as an MBE is

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1     how soon will you be able to publish the sign-in sheet.  
2     It's very difficult for us as MBE's to market our  
3     services to all the people in this room. So it would  
4     very beneficial to us to get the published list as soon  
5     as possible.

6             MS. MORRIS: I plan to publish as soon as I  
7     leave here and get back to my office. So the latest is  
8     tomorrow morning.

9             ATTENDEE: Thank you.

10            ATTENDEE: If nobody's going to ask any  
11     questions, I got one general one. In Section -- this  
12     is Bill Bowser of Procurement Services. Section  
13     1.4.2.1 in Paragraph 3, it's what the State's going to  
14     do. It says, "The State will establish written  
15     acceptance criteria for all deliverables." Yet in  
16     Section 1.4.2.1.2, "Contractor's Responsibilities", it  
17     cites that it's going to set up some mutually  
18     acceptable acceptance process. That sounds like a  
19     little bit of a conflict.

20            Is the State going to set up the acceptance  
21     criteria or is it going to be some mutual arrangement

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1 with contractor setting it up to start with?

2 MR. BOHNS: I have to look at -- that type of  
3 question if you could please submit to the email  
4 address, because I need to look at those sections and  
5 see which one -- why it's stated differently, if it is,  
6 in fact.

7 MR. LEHMAN: I think our intent -- the State  
8 is responsible for determining acceptance criteria.  
9 But we would, you know, look at the vendor's response  
10 to that if -- you know, if they think that something is  
11 unreasonable based on the scope of work that they had,  
12 there would be some opportunity --

13 ATTENDEE: So there will be, then, in some  
14 mode or method allowing the contractor --

15 MR. LEHMAN: To come to agreement --

16 ATTENDEE: -- and the State to work it out,  
17 even though the State is responsible for setting up the  
18 criteria. And when you can set that punch list up,  
19 then you're going to give the contractor the  
20 opportunity to go look at that punch list and say,  
21 "Wait a minute, we didn't do this, there was a change

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1 order," et cetera?

2 MR. LEHMAN: That's -- I think that's the  
3 intent of what we thought we were doing. We'll look at  
4 your question and give you a definitive answer, but we  
5 recognize that there's some potential for analysis.

6 ATTENDEE: All right. Thank you, sir.

7 ATTENDEE: My name is Jeff Goldberg. I'm  
8 with Molina Medicaid Solutions. I wonder if you could  
9 discuss a bit more your thinking behind the early  
10 takeover scenarios. You certainly have clearly defined  
11 the triggers related to what you referred to as the  
12 "force scenario". But it's not as clear, at least to  
13 us, what your thinking is behind the "systems only" and  
14 the "operations only". So I'm wondering if you can  
15 discuss that a bit.

16 MR. LEHMAN: Well, the forced takeover, as  
17 you observed, is really triggered by what our progress  
18 is in relationship to ICD-10. We felt we needed to  
19 have something in there to insure that if the project  
20 wasn't progressing as we had intended in the schedule,  
21 that we have to remediate the current system.

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1           As far as the early takeover, I think what we  
2 recognize is that each of you, as professionals in  
3 design, development, and implementation and operations  
4 of an MMIS have somewhat of your own methodology for  
5 how you would stage an implementation. And you might  
6 choose to try to bring up one piece of the system prior  
7 to another. And in that context, you would maybe want  
8 to take over the current operations for that functional  
9 area.

10           Secondly, is, quite frankly, it's almost  
11 three years from where we are now to the time we'll  
12 have a new system, and my belief is that we can improve  
13 the service levels of this operation with the system  
14 that we have if we have the right resources. And we're  
15 looking to you to propose that option that we could  
16 look to see how we can really improve the service  
17 levels of this organization even with the system that  
18 we have.

19           ATTENDEE: Thank you.

20           ATTENDEE: Tom Stockdale with infocrossing.  
21 You said earlier in your comments that the current

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1 system you have was installed in 1995. Can you speak  
2 to where that system came from and who installed it.

3 MR. BOHNS: Well, I wasn't here at the time,  
4 but from what I understand is it was a (unintelligible)  
5 system --

6 ATTENDEE: A takeover. Yeah.

7 MR. BOHNS: -- and it was a takeover.

8 Well, if there are no other questions --

9 ATTENDEE: I don't want to preoccupy the  
10 time, but it doesn't seem like anybody else wants to  
11 ask questions. So it must be a very clear --

12 MR. LEHMAN: Well, we have a lot of questions  
13 submitted right now that people are waiting for  
14 responses on.

15 ATTENDEE: It's all this wonderful stuff.  
16 Anyway, let me just start this off. Section 1.4.5  
17 requires the contractor to establish local facilities  
18 for the contractor to (unintelligible) the DHMH  
19 employees. This also includes meeting facilities.

20 So the question is are all the meetings going  
21 to be held at this facility or are there going to be

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1 meetings held at other potential places? And if there  
2 are other places, how frequent are those meeting to be  
3 given at the --

4 MR. BOHNS: Well, we're requiring that the  
5 contractor to supply space for those meetings. Whether  
6 or not we have meetings at other places is, you know,  
7 will be determined. But they have to supply the  
8 meeting rooms and sufficient enough space to give an  
9 idea of what they need to look for as far as looking  
10 for that space.

11 ATTENDEE: Given -- I'm sorry. What was that  
12 last part?

13 MR. BOHNS: As far as when they look for  
14 space in the area to -- for this facility -- the  
15 operations facility.

16 ATTENDEE: Okay. Do you have any idea as far  
17 as the number of meetings that you expect to have? Is  
18 it going to be weekly, monthly, daily?

19 MR. BOHNS: There will be -- I mean, during  
20 the design, development, and implementation phase, I  
21 would expect to be meeting quite frequently, I would

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1 say at least weekly with the project management office  
2 and the implementation managers. And then on the basis  
3 of, you know, ongoing design and development, there  
4 should be meetings also, you know, held here, but we  
5 want to make sure that they have enough space that --  
6 the meeting, if it needs to be, it can be held in a  
7 different location, as well.

8 ATTENDEE: Neil Hollenshead with Thomson  
9 Reuters. You indicated that the decision support  
10 system will be bid next year, in 2011. And in the RFP,  
11 that the Data Warehouse Decision Support, fraud  
12 detection, (unintelligible) functionality would be  
13 deferred. However, you have MARS in effect with  
14 program management and Federal reporting included in  
15 this RFP.

16 Where exactly is the line drawn from your  
17 perspective, because there's a lot of information  
18 reporting and analytic requirements associated with the  
19 program management reporting and Federal reporting, in  
20 particular?

21 MR. BOHNS: I think we made a decision based

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1 on the fact that these are claims management reports --  
2 and claims based. So we thought they'd fit right there  
3 rather than have them in the decision support system.  
4 That was just part of the decision on our part.

5 MR. LEHMAN: I think we have a question that  
6 we received that we'll respond to to get, maybe, more  
7 detail. And our objective was, particularly with CMS  
8 reports, that that's a direct result of the work that  
9 the Fiscal Agent is performing, and those reports ought  
10 to come from them, we felt.

11 MR. BOHNS: If there's no more questions --  
12 remember if you have not signed in yet, please sign in  
13 in the back of the room. Jane will still be out there.

14 I thank everyone for your interest in the  
15 RFP. If you have any questions (unintelligible).  
16 Thank you very much.

17 (Whereupon, at 9:51 a.m., the Pre-  
18 Conference Meeting for the above-referenced matter was  
19 concluded.)

20 .  
21 .

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